

Deeptanshu Batra

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PERSONAL INFORMATION

Country of Origin : India
Date of Birth : 4th January, 1990
Gender : Male

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OBJECTIVE

To emerge as an ambitious and creative Graduate with technical knowledge of the Hospitality Industry and high levels of customer service awareness. I am seeking an opportunity, which will allow me to deliver my industry experience, knowledge and management skills. The ability to respond to change in a fast-paced environment ensuring the efficient running of service during any event is my core strength.

EXPERIENCE - 9yrs +

- ☐ Currently working with IDA Hotel as a F & B General Manager - 06th December till now.
- ☐ Experience with DANBRO (ITALIAN BAKERY & CAFÉ) as an Area Manager (F&B Service)-16th October 2019 – 22nd November 2021.
- ☐ Experience with MYSTIC THAI in Jamaica as a Restaurant Manager (F&B Service)-17th May 2016 – 27th April 2019.
- ☐ Experience with FLYP at MTv as Management Trainee (Senior Captain, F&B Service)-28th September 2015 – 5th May 2016.
- ☐ Experience with Le-meridian, New Delhi as Captain (F&B Service)- 6th June 2011 – 3rd March 2014 .
- ☐ Industrial exposure from Fortune Select Metropolitan by ITC, Jaipur in all four core areas from 8th June 2009 –23rd October 2009.

EDUCATION

- ☐ MBA in Hospitality from MG Open University (June 2011 – Feb 2013)
- ☐ B.Sc. in Hospitality & Hotel Administration (June 2008- June 2011)
- ☐ 12th standard from D.A.V Public School, Model Town, Delhi (2008)
- ☐ 10th standard from D.A.V Public School, Model Town, Delhi (2006)

DUTIES AND RESPONSIBILITIES

- Key role to hire staff.
- Deal with all the responsibilities Personnel and training Strategy of the company.
- Conducts training and development program of the company.
- Handling working environment of the employees and their benefits.
- Providing resources and manpower development to the company through various aggregators.
- Responsible for monitoring & ensuring accurate F & B services operations.
- Currently assisting and reporting to Director Food & Beverage Manager.
- Addressing guest requirement and reaching to them (Guest interaction, menu planning). Responsible for all F&B outlet set up and services to the customers
- Maintaining SOP for quality, cost control, inventory and training. Responsible for Beverage costing and control wastage.
- Responsible for communication and interpersonal relation with guest, ensure smooth dealings with complains and recovery.
- To supervises and give instructions and organized shift briefings and give instructions to all subordinates. Organizing duty roster of supervisors staff

ACTIVITIES/HONORS/AWARDS

- ☐ Volunteered in CWG held in Delhi (2010).
- ☐ Got 'Gentleman of the Batch' award in college.
- ☐ Got 3rd prize in Extempore.
- ☐ Stood 2nd in 2nd year of college academics.
- ☐ Got 'Smiling Face of the Month' award in Le Meridian (April 2012).
- ☐ Participated in Science Olympiad (2006).
- ☐ Got Scholarship in Computer Olympiad.
- ☐ Got Master Barista certificate from ILLY Coffee.

SKILLS

- ☐ Strive towards Customer delight in any work situations.
- ☐ Time Management
- ☐ Dynamic Individual
- ☐ Highly optimistic with positive attitude towards life.
- ☐ Capable in working in team.
- ☐ Hardworking.

PASSPORT DETAILS

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